



# IOT Incident Management Report

April 2017



Customer Service Area		Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate		90% of Calls Resolved by Customer Service	3,950	3,626	91.8%
HelpDesk Assistant Response Rate		98% Response within 1 IOT Business Hour	9,150	9,142	99.9%
User Sampling Survey		95% of Reports: 'Meets' to 'Outstanding'	2597	2523	97.2%
GMIS		80% of Calls Resolved within 24 IOT Bus Hrs	1095	1043	95.3%
Resolution Of Incidents On Time		90% of Calls Resolved On Time	14486	13976	96.5%
Account Management	Resolved within 8 IOT Business Hours	7741	7654	98.9%	
Applications	Resolved within 16 IOT Business Hours	3278	3046	92.9%	
Data Management	Resolved within 32 IOT Business Hours	431	406	94.2%	
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	216	205	94.9%	
Hardware	Resolved within 40 IOT Business Hours	1929	1832	95.0%	
Network	Resolved within 40 IOT Business Hours	222	215	96.8%	
Operating System	Resolved within 24 IOT Business Hours	138	126	91.3%	
Telecomm	Resolved within 16 IOT Business Hours	327	292	89.3%	
Unified Communications	Resolved within 16 IOT Business Hours	204	200	98.0%	
Account Managment					
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	884	883	99.9%	
New Network Account Requests	99.0% Created within 2 IOT Business Days	1602	1597	99.7%	
Field Operations					
New Workstation Installations	98.0% Installed within 5 IOT Business Days	133	129	97.0%	
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	737	717	97.3%	
Customer Service Area		Target	Calls	Compliance	
Call Abandonment Rate	Less than 5% Abandonment		9,801	1.6%	
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		9,452	89.7%	
Network Availability		Target	Devices	Compliance	
CAN	99.9% within IOT Business Hours		-	99.9%	
Switch	99.9% within IOT Business Hours		-	99.6%	
VPN	99.9% within IOT Business Hours		-	100.0%	
WAN	98.9% within IOT Business Hours		-	99.7%	
Overall Average Mainframe Availability				99.9%	
DB2 Connect	99.9% within IOT Business Hours		-	99.9%	
IBM Mainframe	99.9% within IOT Business Hours		-	99.9%	
IMS Region	99.9% within IOT Business Hours		-	99.9%	
Overall Average Windows, Linux Server Availability			2,150	99.3%	
Citrix (Farm)	99.9% within IOT Business Hours		139	100.0%	
Email (Farm)	99.9% within IOT Business Hours		24	100.0%	
Shared File	99.9% within IOT Business Hours		1,061	98.6%	
SQL / Oracle	99.9% within IOT Business Hours		216	99.6%	
Web / Applications	99.9% within IOT Business Hours		710	98.4%	